

PPG meeting at Devereux Centre 6pm Dunlop room Tuesday 9th August 2022

Attendees:

Kirsty White - Practice Manager
Andy Butt - Finance Manager
Chris Renfrew – GP Partner
Terry Ballard - Patient
Marguerite Ball – Patient
Helen Hooper – Secretary and Patient
Trevor Rawlinson - Chair and Patient

Apologies:

Sue Parry
Jan Nattrass
Bryan Parsons
Jacquie Sands
Fan Randall
Joanna Green
Emma Dare

Welcome from the chairman, Trevor Rawlinson.

Item 1: Matters arising from minutes of the last meeting

Blister Pack Recycling

Trevor met with Jeanette Giles to discuss the provision of recycling bins for empty tablet and blister packs in surgeries. Her advice was that any unused tablets and packets should be given returned to a community pharmacy who can dispose of them free of charge. Trevor also contacted the chair of the Mythe PPG if they would help with fundraising to provide combined bins for both surgeries, but they have declined.

Lloyds Pharmacy, The Devereux Centre

There have been many complaints from patients regarding the service delivered by Lloyds Pharmacy at The Devereux Centre. The reception team are now keeping a log of when they are open as they appear to be closed far more than they should be.

The pharmacy is paid for each prescription that they process, but their failure to provide a full-time service is causing additional work for the surgery. Electronic prescriptions are frequently returned due to the absence of a pharmacist and must be reissued by a GP to an alternative dispensary.

We are anticipating the return of our Lead Clinical Pharmacist, Nikki, in the coming weeks and she will be working with the team at Lloyds to try to improve the situation. In the meanwhile, we will continue to look for alternative ways that we can support them to help improve the service to our patients.

Item 2: Practice update (presentation by Kirsty)

Flu Clinics

Flu clinics are planned to start on Saturday 22nd October with half of the day allocated for over 65's and half for the 18–64 year-olds (we shall be putting out a plea for helpers later!). We will also be running flu clinics on Tuesday evenings from 3-8pm.

Covid Vaccines

The delivery of the COVID phase 5 clinics is currently being discussed with Mythe Medical. The covid boosters will be administered separately to the flu vaccine and, at this stage, it looks as though these will be scheduled for Saturdays during October and November.

Staff

We are delighted to announce the following appointments.

Amanda – HCA - started on 7th August.

Katie - Practice Nurse - starts on 14th August

Dr Vishav – ST3 GP - started on August 3rd and will be training with us for 18 months.

Michelle - Care Home Nurse – starts on 17th August. Michelle will be working jointly between us and Mythe Medical to help reduce the number of hours that GP's currently spend visiting nursing homes without compromising our relationship with our patients there.

Greener Practice – Silver Award

Following on from our bronze award earlier this year, Church Street Medical has now achieved our silver award. As a result, will we receive more funding for green initiatives. In addition to this, we have also applied for a 12-month supply of recycling boxes for medicine blister packs and 2x electric charging points for cars for staff. Fingers crossed!

The surgery is now planning to go for the Greener Practice Gold Award.

Furniture

The surgery waiting room is to get new chairs - partly funded by a legacy kindly left by a former patient. The meeting was shown photographs of the new furniture which will be arriving in the coming weeks and will make the waiting room much more welcoming.

Marguerite Ball has asked whether someone could please do some gardening in the open area? It is primarily a lightwell, but we all agree that the planting needs looking at.

Face to Face Consultations

Church Street Medical are now seeing more patients face to face than pre-covid. Dr Renfrew explained that the GPs have become much more analytical over time about how long they need for appointments. As a result, time keeping is much better and appointments are now 15 minutes per patient rather than 10 minutes. Due to a blend of rotas, the surgery can now provide a better, all-round service.

Annual GP Surgery Survey

The results of the annual GP Surgery Survey are in and we are pleased to report that Church Street Medical have been graded as on or above the national average for all areas.

Care Navigation

We have increased the capacity of our Care Navigation team across the group by employing more staff so that we can process patient queries more quickly. Surgery specific software also allows patients to be able to be sent to the right area of expertise.

NHS App

In the future, the NHS App will allow patients to view their records online, however there are some safeguarding issues that need to be resolved before this goes live.

Digital Access – Help for Patients

It has been suggested that the surgery holds an open morning to help patients understand how to access us digitally.

Update – this has now been arranged for Friday 14th October 10am – 1pm

Dr Renfrew has suggested that the surgery produces its own You Tube style videos, to further help patients that may need support. He also mentioned that when the new NHS App goes live, it may be possible to go straight through to care navigation via the app. Watch this space!

Walk, Talk, Walk

This is a new scheme intended for staff and patients to help them increase their physical activity up to a distance of 5K. On completion, participants can move on to "Run, Talk, Run" over 5K, 10K or even a half marathon.

Kirsty is going to start a 6-week course in September and will feed back to us what it is like. If it is good, we will investigate running a course from the surgery.

Item 3: PPG Patient Survey

Kirsty has received a few replies to the survey but needs many more. There is a plan to get together a group of volunteers from September to come into the surgery and ask patients to fill in the forms whilst they are in the waiting area. The new table and chairs in the surgery waiting area will be very helpful!

Next meeting: 6pm at the Devereux Centre on the 6th December 2022